

**Office Automation Clerk/Assistant
GS-0326-04/05
Veterinary Services**

**Standard Job MR # VSE02
(May 2004)**

FAD Emergency/Surveillance

Introduction: This position is located in either an area office or a task force site of Veterinary Services. The incumbent maintains automated animal disease program records throughout the performance of a variety of duties which includes verification of source document data; disease program data entry and retrieval; periodic monitoring of disease statuses; and compilation and reporting of current disease statuses within the area. Additionally, the incumbent will perform administrative and export functions in a backup capacity.

DUTIES:

Responsibilities consist of the following duties and may be supplemented by additional responsibilities of comparable nature and difficulty.

- Accesses the Generic Data Base (GDB) to enter and retrieve data in specific programs utilizing the local and wide area networks and the Internet.
- Maintains all foreign animal or emerging disease surveillance data in accordance with the provisions of the Surveillance program.
- Collects slaughter data for specific contractual agreements. Determines proper payment amounts based upon the terms of each contract. Prepares payment vouchers to NFC for processing. Contacts Automated Business Systems (ABS) to resolve any payment problems that may arise.
- Oversees the program records and appropriate databases for the Foreign Animal Disease or emerging disease outbreak. Tracks the status of herds, flocks, or samples within the programs.
- Independently initiates and composes letters and correspondence for AVIC's signature that advises owners of their herd status and responsibilities.
- Verifies accuracy and completeness of source documents received from the laboratory, field personnel, internal customers, and external customers prior to recording data in the appropriate media (i.e., GDB data entry, memorandum created and filed, notification to staff).
- Initiates disease status reports used to determine the program status of the state. These reports require a narrative explanation in addition to the statistical data. Incumbent independently develops narratives and supporting documentation that is then forwarded to the Area Veterinarian in Charge (AVIC) for approval and signature.
- Develops and maintains a tracking system that enables the area to initiate trace backs for all disease programs, determines when a follow-up is necessary, provides the AVIC with continuously updated status reports, and advises the supervisor of any delinquent responses.
- Queries data to generate and prepare periodic reports detailing current disease activity within the state. Verifies the correctness of the values returned. Any invalid data is corrected prior to report dissemination.

- Responds to special requests for information by pulling specials reports as requested.
- Develops and executes macros (SQL) to retrieve data within various formats as needed to effectively monitor disease programs.
- Maintains subject matter and herd owner files. Updates to files are made as appropriate to meet changing program and fiscal requirements.
- Troubleshoots area computer software and hardware problems.
- Maintains up-to-date cooperative program computer files and backs up the LAN daily.
- Provides direct, technical supervision for guidance and advice to lower-graded employees assigned to enter program data.
- Serves a backup to ASA and Secretary when necessary. Must have the ability to be cross-trained in administrative, clerical and export functions.
- Handles, opens, sorts, and routes mail in a back-up capacity.

FACTORS:

1.) Knowledge Required

- Knowledge of a variety of software in order to update the GDB, request specific information from the databases by creating macros and produce program reports.
- Employee must have a thorough working knowledge of cooperative disease programs and the terminology commonly used, as well as contents of files applicable to animal health program records.
- Knowledge of the LAN and WAN.
- Skill in the use of a personal computer and electric typewriter. Typing proficiency of 40 words per minutes is required.
- Knowledge of English grammar, spelling, and punctuation to prepare correspondence and forms.

2.) Supervisory Controls:

- Works under the direct supervision of the AVIC.
- Work is not subject to close review. The majority of the incumbent's duties will be performed independently. Incumbent will discuss new or revised procedures with his/her supervisor. Additionally, the incumbent will assist the AVIC in resolving program problems.

3.) Guidelines:

- Guidelines include manuals on GDB and LAN as well as regulatory guidance found in the Code of Federal Regulations, Uniform Methods and Rules, specific State animal disease laws and regulations, applicable APHIS directives and memoranda, and local instructions. The employee must develop and learn the applicable regulatory policies and regulations in order to apply the most appropriate guidelines to specific situations.

4.) Complexity:

- Work involves numerous steps that must be performed in sequence. The steps and process involved will vary depending upon the assignment. The employee must be aware of the difference in the procedures and applications and choose the appropriate option for the assignment.
- Due to continuing automation efforts in the agency, the incumbent must have the ability to adapt to changes in the work processes.
- Nature of the work will entail having the latitude to perform functions in the absence of the AVIC.

5.) Scope and Effect:

- Statistical data provided for program reporting must be accurate, timely and reliable since statewide cooperative disease programs as well as national animal health programs are based on information furnished. Up-to-date databases and timely reporting of Area data is critical to job success.
- Diplomacy and tact must be exercised in close working relationships with state employees, private practitioners and herd owners in order to accomplish state-federal cooperative program goals.

6.) Personal Contacts:

- Intra-agency face-to-face contacts with state veterinarian's office personnel, coworkers, laboratory personnel, practicing veterinarians, and herd owners are routine.
- Telephone contacts with Information Technology Community (ITC) personnel, state veterinarians' offices, accredited veterinarians, and herd owners is necessary.

7.) Purpose of Contacts:

- Exchanges statistical program disease information, explains program requirements and resolves computer problems.
- Resolves minor discrepancies/deficiencies within the program scope.

8.) Physical Demands:

- Majority of work is performed sitting at a desk or computer terminal with some bending and standing while maintaining program filing system.

9.) Work Environment:

- Work is performed in an office setting.